

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

June 25 - [City Council Meeting Agendas](#)

Looking Ahead

Tuesday, June 18: Economic Development Authority, Planning Commission meetings

Thursday, June 20: Tourism Board, Board of Architectural review meetings; first half of Real Estate Taxes due; Movie on the Mall

Friday, June 21: Old Town Friday Night Live

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Watch the Police Department's HOG Rally welcome [video](#). The Curves to Cores HOG Rally will be taking place in Winchester June 19-22, and residents should prepare for increased noise and traffic in some areas of the city during that time frame. Nearly 4,000 attendees are expected.

City Manager's Takeaways

Met with representatives of the Virginia Department of Agriculture and Consumer Services to discuss the quarantine for the City of Winchester to prevent or slow the spread of the spotted lanternfly pest. A briefing was also presented during the June 11 Work Session of Council.



Public Safety

Winchester Police

- Completed sergeant testing and filled open position.
- Attended Valor Awards meeting, Sandy Hook school shooting response training, GIS planning meeting, and HOG Rally planning meeting.
- Finalized draft Alarms Policy and scheduled K-9 demo for SAAA.
- Made final preparations for Kids & Cops Camp (June 17-21).
- Secured Hop Blossom event.
- Conducted Firearms, SWAT, driving, and VCIN trainings.
- Completed Massage Parlor permitting and curfew checks of Drug Court participants.
- Met with GIS and Planning regarding addressing of buildings and fields in Jim Barnett Park.
- Participated in conference call for Text to 911
- Crime stats:
 - Crimes against persons (felony) - 2
 - Crimes against persons (misdemeanor) - 11
 - Burglaries (residential) - 1
 - Burglaries (commercial) - 0
 - Property crimes: 6

Winchester Fire and Rescue

- Met with the Battalion Chiefs and the Emergency Communications Director (Chief transition meetings) and Frederick County Fire Chief regarding funding for the Burn Building.
- Attended Business Community meet-n-greet (Chop Stick Café & Just Us Barber Shop).
- Chief featured as a guest on WDVM "Issues and Insiders" live broadcast.
- Attended the Summer kick-off at Frederick Douglas Park.
- Conducted training in the buildings on the corner of Piccadilly Street and Kent Street.
- 50 Firefighter/EMT candidates were invited to attend the written entrance exam on June 25, 2019
- Attended the Virginia Fire Officer Academy in Richmond, Virginia.
- Assisted Parks and Recreation life guards with training in securing patients to backboards.
- Investigated a residential fire that originated in the kitchen area of the home - determined accidental.

Police Activity	#
Calls for Service	855
Crash Reports	9
DUI/DWI	2
Alarms/False Alarms	24/24
Directed Patrols	53
Directed Patrols (OTW)	5
Extra Patrols	131
Extra Patrols (OTW)	5
Traffic Citations	48
Traffic Warnings	48
BWC updates	-
Special Events Permits Received/ Approved	0/0 46 rec'd YTD

Fire Activity	Fire Activity
Fire	3
Overpressure	0
EMS/Rescue	96
Hazardous Cond.	1
Service Call	8
Mutual Aid Given	8
Good Intent	11
False Alarms	2
Special Incident	1
Plan Review	2
Inspections	47
Reinspections	5

Emergency Management

- Attended a Regional sUAS (drone) stakeholder training session with Virginia Department of Emergency Management.
- Configured a live video streaming device for the Emergency Management vehicle with IIS.
- Attended a webinar on the FEMA IPAWS alerting system and the City's notification system.
- Received final Motorola radio order and added to inventory.
- Continued radio firmware upgrades.
- Followed up with Motorola on outstanding repair of GPS tracking system for the radio system.
- Prepared test cables for preventive maintenance being scheduled on all City mobile radios.

Development Services

Economic Redevelopment

- Prepared materials for Economic Development Authority board retreat.
- Spoke to Women's Entrepreneurship of Winchester group about establishing and growing businesses in Winchester.
- Attended Worlds of Work! planning committee meeting (WoW! will be held 9/27/19).
- Conducted three (3) Business Retention/Expansion touches.
- Attended and participated in the Old Town Winchester Business Association monthly meeting.
- Recorded segment for the *Where's Willy Show* podcast focusing on manufacturing and workforce in the city.

Winchester/Frederick County Tourism

- Attended a Southeast Tourism Society Board Meeting in Arlington.
- Attended a Congressional Reception on Tourism in DC as part of the STS Congressional Summit on Tourism.
- Led a team of Virginia tourism professionals through educational congressional and senate visits.
- Attended a Winchester Wings 'n Wheels recap meeting and check presentation.
- Assisted with some planning for the Association of Coffee Mill Enthusiasts Conference being held in Winchester this week.
- Helped plan and attended the Spottswood Poles Night and Dedication on Friday evening at Bridgeforth Field.
- Continued planning and social media outreach for the Curves to Cores HOG Rally next week (June 19-22).

Old Town Winchester

- Held Old Town Advancement Committee (OTAC) monthly board meeting. Members determined to move forward with several promotions including ordering a branded tent designed for the farmers market.
- Held first Family Movie of the season in OTW. Screened by Parks and Recreation.
- Held June Classic Movie at the Taylor Pavilion.
- Worked with vendor on OTW App updates.
- Worked with radio station on shop local ads for June.
- Developed draft of flyer to promote OTW businesses during the HOG Rally.
- Ordered small ice packs for a promotion of the farmers market.
- Coordinating special production of Robin Hood by Winchester Little Theater at the July 6 farmers market.
- Discussed expansion and promotional opportunities with several downtown businesses.
- Continue to promote upcoming events using social media and posters including the June 21 Friday Night Live and the weekly family movies.

Planning

- Staffed the June 11th City Council meeting where the two Conditional Use Permits for a total of 4 dwelling in 501 and 505-507 were approved.
- Prepared and distributed a paper copy version of the online Open Gov Comprehensive Plan survey and extended the survey end date until the end of July. Paper copies of the survey will be made available at City Hall and the Handley Library for folks who cannot or choose not to access the online survey.
- Prepared and electronically distributed agenda packet for the June 20th Board of Architectural Review meeting.
- Coordinated multi-departmental meeting to review proposed phasing by OakCrest Companies of the Brooks Manor townhouse subdivision. The proposal would allow the northern 10 units to be constructed as Phase 1 with the remaining 16 units done as Phase 2.
- Conducted numerous project site inspections including the Meadow Branch Apartments site where 64 additional units were cleared for the granting of occupancy permits by Zoning & Inspections.
- Participated in activities associated with the June 14th Spottswood Poles Night event at Jim Barnett Park, including unveiling of the historic marker.
- Represented the City at the June 12th Northern Shenandoah Valley Regional Commission Executive Committee meeting where the FY 2020 draft budget was discussed in advance of the June 20th full board meeting.
- Met with engineers and surveyors working for private property owners and developers regarding private development projects.

Zoning and Inspections

- Completed:
 - 56 building permit inspections and issued 89 building/trades permits (\$715,358 valuation)
 - Notable permit: 665 Hillman Dr - New single family dwelling - \$200,000 valuation
 - 139 code enforcement inspection and initiated 71 new cases
 - 8 new business reviews (6 Certificates of Business, 2 Certificates of Home Business)

- Attended Land Use Education Program legal update seminar at Virginia Commonwealth University.
- Held Board of Zoning Appeals meeting. The Board considered and approved variances at 29 Weems Lane to modify previous variance approvals and modify restrictions on the potential uses of the property.

Permit #	Type	Address	Description	Value
19 00000283	MECH	2230 S PLEASANT VALLEY RD	REPLACE REFRIG SYSTEM	\$2,950.00
19 00001631	RIFI	665 HILLMAN DR	CONSTRUCTION OF NEW SFD	\$200,000.00
19 00001636	AMUS	1001 E CORK ST	INFLATABLE FOR 5/19/19	\$221.00
19 00001893	AMUS	1001 E CORK ST	INFLATABLE FOR 6/8/19	\$207.00
19 00001898	NGAS	704 ROCKLAND DR	REPLACE WATER HEATER	\$0.00
19 00001898	PLBG	704 ROCKLAND DR	REPLACE WATER HEATER	\$1,000.00
19 00000025	MECH	2190 S PLEASANT VALLEY RD	INSTALL FLUE FOR OVEN	\$7,800.00
19 00000612	PLBG	1840 AMHERST ST	NEW FIXTURES	\$61,000.00
19 00000613	PLBG	1840 AMHERST ST	NEW FIXTURES	\$71,000.00
19 00000614	PLBG	1840 AMHERST ST	NEW FIXTURES	\$104,000.00
19 00001163	BLDG	2301 STONERIDGE RD	COVERED PATIO	\$8,000.00
19 00001885	BLDG	137 LAMBDEN AVE	ADD FULL BATH IN BASEMENT	\$4,000.00
19 00001885	PLBG	137 LAMBDEN AVE	NEW FIXTURES	\$4,000.00
19 00001890	MECH	431 WEST LN	NEW HEAT PUMP	\$2,500.00
19 00001890	PLBG	431 WEST LN	NEW FIXTURES	\$0.00
19 00001890	RREM	431 WEST LN	TOTAL REMODEL W/ SINGLE STORY	\$60,000.00
19 00001897	PLBG	416 MILLER ST	BUILD LAUNDRY ROOM	\$1,000.00
19 00001897	RREM	416 MILLER ST	BUILD LAUNDRY ROOM	\$5,000.00
19 00001899	BLDG	1001 E CORK ST	ASBESTOS ABATEMENT FOR CHIMNEY	\$1,000.00
19 00001900	RR	645 FAIRVIEW AVE	RE-ROOF	\$4,500.00
19 10000043	PSOV	0 LOUDOUN ST MALL	OUTSIDE VENDER	\$25.00
18 00001507	ELEC	320 WEST LN	NEW DWLG	\$5,000.00
19 00001176	RREM	329 WOOD AVE	KITCHEN REMODEL	\$20,000.00
19 00001720	ELEC	24 1/2 GLAIZE AVE	METER INSPECTION	\$100.00
19 00001721	ELEC	3031 VALLEY AVE STE 105	STACK WASHER/DRYER	\$1,000.00

Permit #	Type	Address	Description	Value
19 00001722	ELEC	800 LAKE DR	ADD SUBPANEL	\$1,500.00
19 00001843	DEMO	1001 E CORK ST	DEMO OF EXISTING STRUCTURE	\$0.00
19 00001892	BLDG	349 SHERIDAN AVE	DECK IMPROVEMENTS	\$300.00
19 00001906	NGAS	1605 VALLEY AVE	REPLACE BOILER	\$10,000.00
19 00001906	MECH	1605 VALLEY AVE	REPLACE BOILER	\$10,000.00
19 00001908	NGAS	328 MILLER ST	REPLACE FURNACE	\$100.00
19 00001911	PLBG	1700 AMHERST ST	EXPANSION TANK	\$200.00
19 00001912	PLBG	338 BEECHCROFT RD	EXPANSION TANK	\$200.00
19 00001913	PLBG	11 E BOND ST	EXPANSION TANK	\$200.00
19 00001914	PLBG	900 924 N BRADDOCK ST	EXPANSION TANK	\$2,400.00
19 00001915	PLBG	950 972 N BRADDOCK ST	EXPANSION TANK	\$2,400.00
19 00001916	PLBG	1612 S BRADDOCK ST	EXPANSION TANK	\$200.00
19 00001917	PLBG	207 BRANNER AVE	EXPANSION TANK	\$200.00
19 00001918	PLBG	1009 CAROLINE ST	EXPANSION TANK	\$200.00
19 00001919	PLBG	333 W CEDARMEADE AVE	EXPANSION TANK	\$200.00
19 00001920	PLBG	113 CHRISTOPHER DR	EXPANSION TANK	\$200.00
19 00001921	PLBG	1529 COMMERCE ST	EXPANSION TANK	\$200.00
19 00001922	PLBG	234 EAST ST	EXPANSION TANK	\$200.00
19 00001923	PLBG	319 FOX DR	EXPANSION TANK	\$200.00
19 00001929	PLBG	330 GEORGE ST	EXPANSION TANK	\$200.00
19 00001930	PLBG	1430 GREYSTONE TERR	EXPANSION TANK	\$200.00
19 00001931	PLBG	20 E HART ST	EXPANSION TANK	\$200.00
19 00001932	PLBG	121 HOLIDAY DR	EXPANSION TANK	\$1,200.00
19 00001934	PLBG	26 JACKSON AVE	EXPANSION TANK	\$200.00
19 00001937	PLBG	946 KINZEL DR	EXPANSION TANK	\$200.00
19 00001938	PLBG	405 LANNY DR	EXPANSION TANK	\$200.00
19 00001939	PLBG	413 LANNY DR	EXPANSION TANK	\$200.00
19 00001941	PLBG	1019 S LOUDOUN ST	EXPANSION TANK	\$200.00

Permit #	Type	Address	Description	Value
19 00001942	PLBG	412 MARION ST		\$200.00
19 00001943	PLBG	613 OLD FORT RD		\$200.00
19 00001944	PLBG	420 SUPERIOR AVE		\$200.00
19 00001945	PLBG	1351 VALLEY AVE		\$200.00
19 00001947	PLBG	1408 VALLEY AVE	EXPANSION TANK	\$200.00
19 00001948	PLBG	538 YORK AVE	EXPANSION TANK	\$200.00
19 00001950	PLBG	237 JEFFERSON ST	EXPANSION TANK	\$200.00
19 00001951	PLBG	1408 VALLEY AVE		\$200.00
19 00001952	PLBG	313 GEORGE ST		\$200.00
19 10000005	PSD1	165 N LOUDOUN ST	OUTDOOR DINING	\$85.00
19 10000041	PSD1	111 S LOUDOUN ST	OUTDOOR DINING	\$85.00
19 10000041	PSPS	111 S LOUDOUN ST	PORTABLE SIGN	\$10.00
19 10000042	PSDM	10 S LOUDOUN ST	DISP. OF MERCH.	\$25.00
19 00000899	ELEC	130 OMPS DR	SOLAR ARRAY	\$16,000.00
19 00000960	ELEC	102 HAWTHORNE DR	ADDITION	\$1,200.00
19 00001479	NRRM	650 S108 CEDAR CREEK GR	TENANT FIT OUT	\$75,000.00
19 00001847	ELEC	1949 SULLY CT	ADD LIGHTS	\$500.00
19 00001848	ELEC	3103 VALLEY AVE STE 106	REPLACE LIGHTS	\$2,500.00
19 00001849	ELEC	0 LOUDOUN ST MALL	ELECTRIC GATES	\$4,000.00
19 00001850	ELEC	19 E GERMAIN ST	SVC UPGRADE	\$350.00
19 00001851	ELEC	220 HANDLEY BLVD	ADD LTS, SWS & RECEPTS	\$1,000.00
19 00001895	PLBG	16 S LOUDOUN ST	NEW FIXTURES	\$2,000.00
19 00001907	PLBG	408 MARION ST	EXPANSION TANK	\$200.00
19 00001909	PLBG	300 WESTMINSTER CANT DR	SHOWER CONVERSION	\$1,000.00
19 00001953	PLBG	500 FOX DR	EXPANSION TANK	\$200.00
19 00001954	PLBG	974 996 N BRADDOCK ST	EXPANSION TANK	\$2,400.00
19 00001955	PLBG	926 N BRADDOCK ST	EXPANSION TANK	\$2,400.00
19 00001956	PLBG	501 LANNY DR		\$2,600.00
19 00001956	PLBG	501 LANNY DR	EXPANSION TANK	\$2,400.00

Permit #	Type	Address	Description	Value
19 00001957	PLBG	926 N BRADDOCK ST	EXPANSION TANK	\$2,400.00
19 00001958	PLBG	516 OLD FORT RD	EXPANSION TANK	\$200.00
19 00001959	PLBG	613 OLD FORT RD	EXPANSION TANK	\$200.00
19 00001960	PLBG	420 SUPERIOR AVE	EXPANSION TANK	\$200.00
19 00001962	PLBG	1428 KENT CIR	EXPANSION TANK	\$200.00
19 00001963	PLBG	946 KINZEL DR	EXPANSION TANK	\$200.00
Total: 89				\$715,358

Public Services

- Construction has commenced on the new Parks maintenance building project. The old building was demolished this week.
- Sidewalk replacement on Kinzel Drive has started as a part of the northeast sidewalk replacement project.
- All of the sidewalks have been replaced on S. Kent Street between Cork and Millwood. The street is scheduled to be repaved the week of June 24.
- Met with the contractor and engineer to look at possible modifications to the Handley Library improvements project to reduce the overall cost.
- Attended the School Board meeting to present the City's request to acquire a portion of property at the Frederick Douglas Elementary School that is needed for the Hope Drive extension project.
- Attended the special meeting of the Frederick-Winchester Service Authority.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	0	5,548
Water service lines replaced (number)	0	358
Water meters replaced (number)	55	1,025
Sanitary sewer mains replaced/lined (linear feet)	0	3,399
Sanitary sewer laterals replaced (number)	0	88
Sanitary manholes replaced (number)	0	23
Sidewalks replaced (linear feet)	686	15,096
Sidewalks repaired (linear feet)	4,343	24,406

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	3.91	Lane miles
	Potholes repaired	0	133	#
	Mowing	17.25	141.83	Acres
	Miles of streets swept	65.60	1,143.70	Miles
	Tons of leaves hauled	0	32.80	Tons
Trees	Dead/diseased trees removed	6	88	#
	Trees trimmed	11	281	#
	Stumps removed	1	136	#
Traffic	Street signs Installed/replaced	8	223	#
	Pavement markings repainted (City)	353	945	Linear feet
	Pavement markings repainted (contractor)	0	19,028	Linear feet
Refuse & Recycling	Refuse collected	128.83	2,892.69	Tons
	Recycling collected	81.46	1,159.02	Tons
	Large item pickups	7	101	#
Transit	Total passengers	3,086	58,157	#
	Revenue miles pick up/drop off	4,202	84,346	Miles
	Revenue hours pick up/drop off	379.58	7,678.12	Hours
Utility billing	Payments processed	2,083	35,155	#
	New bills mailed out	0	31,028	#
	Water services turned off (non-payment)	0	218	#
Water treatment plant	Average daily water demand	6.39	6.13	Million gallons/day
	Peak daily water demand	7.00	7.52	Million gallons/day
Wastewater treatment plant	Average daily flow treated	7.04	9.77	Million gallons/day
	Peak daily flow treated	7.29	20.04	Million gallons/day
Water distribution and wastewater collection	Water main breaks repaired	0	8	#
	Water meters read	3,009	35,733	#
	Fire hydrants flushed	73	567	#
	Sewer mains cleaned	5,744	75,837	Linear feet
	After-hours call outs	2	136	#

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Engineering	Site plans reviewed	6	46	#
	Floodplain permits issued	0	52	#
	Utility as-builts reviewed	0	5	#
	Right-of-way permits issued	5	95	#
	Land disturbance permits issued	1	3	#
	Stormwater facility inspections	0	111	#
	Erosion and sediment control inspections	49	1,172	#
	Erosion and sediment notices to comply	2	14	#
Facilities Maintenance	Work requests completed	13	457	#
	Special events assistance	3	17	#
	Maintenance of pedestrian mall	35	769	Staff hours
Equipment maintenance	Total repairs completed	48	2,304	#
Winchester Parking Authority	Work requests completed	6	170	#
	Special events - assistance provided	0	12	#
	Vandalism or property damage issues	0	9	#
	New monthly rentals	10	127	#
	Monthly rental cancellations	5	55	#
	Hourly parkers (all four garages)	3,487	65,503	#
	Park-Mobile transactions	710	14,953	#

Parks & Recreation

- Accepted applications for Lifeguard, Seasonal Maintenance Tech, and Child Care Assistant.
- Held Park Cleanup Day on June 8 with 25 participants including Mayor David Smith and Council members Judy McKiernan and Evan Clark.
- Held 6th Annual Splash Bash on June 8 with 352 participants.
- Held Junior/Senior Volleyball Camps and Junior/Senior Basketball Camps.
- Facilitated Movies on the Mall at the Taylor Pavilion.
- Hosted Spottswood Poles dedication prior to the June 14 Winchester Royals baseball game.
- Hosted Family Fishing Rodeo at Wilkins Lake on June 15.
- Continued work on Potts Play Courts and Lowry Tennis Courts resurfacing.
- Continued work on Maintenance Facility. The old building was demolished.
- Met regarding proposed Tinkergarten Program.
- Met with Winchester Assault regarding holding a basketball tournament at the Rec Center.

Social Services

- Received 81 Benefit Program applications: 23 SNAP, 58 Medicaid, 6 TANF, 0 VIEW, 2 Child Care, 0 Auxiliary Grant, 1 General Relief-Burial, 0 Home Energy Assistance Program
- Provided case management to:
 - 3,528 Medicaid cases
 - 1,586 SNAP cases
 - 69 TANF cases
 - 20 Auxiliary Grant cases
 - 42 individuals receive VIEW services
 - 51 families/106 children receive Child Care Subsidy Assistance (72 families/118 children are currently on the waiting list for child care assistance).
- Provided case management to 1 Interstate Compact on the Placement of Children (ICPC) case.

Weekly Activity	#
Clients walk-ins/drop-offs	240/152
Child Protective Service referrals	8
Placed "on notice" for foster care entry by JDRC	4
Children in foster care	49
Entered/exited foster care	0/1
Adoption subsidy cases/adoptions finalized	52/0
Child Protective Service (CPS) case management load	51
Benefit program fraud & overpayment referrals/investigations/recoupment claims	0/2/21
CPS family assessments & investigations of alleged maltreatment	85
Family Service intakes	9
Adult Protective Service referrals	4
Adult services case management load	9
Adult guardianships/cases	2/67
Adult Protective Service investigations/intakes	26/6
Family Services Prevention case management load	9
Uniform Assessment Instrument screenings	0

Communications

- Distributed the [June 12, 2019 CitE-News issue](#).
- Handled 2 media requests for City information and staff interviews; 3 requests for WPD.
- Handled or began processing 4 FOIA requests.
- Completed post-production of 4 videos for Manufacturing Week. Videos cover Love's Affect Jewelry in Old Town Winchester and will premiere during Manufacturing Week (9/30-10/4).
- Developed online survey for the recycling collection changes to solicit community input regarding their preferences for the short-term and began outreach. [Survey](#)
- Created a postcard to advertise the Planning and Zoning & Inspections Departments' Comprehensive Plan Update survey.
- Created an ad for the Park's Activity Guide ad for the 9/11 commemoration ceremony.
- Completed editing for the Rouss Review Podcast uploaded the final product to SoundCloud. [Listen to episode 11 now](#).
- Assisted Utilities Department Customer Services Division Manager with design of an interdepartmental manual.
- Met with Chief Garrett about Fire and Rescue communications and public outreach.
- Created a short recruitment video for the Police Department, which is currently hiring Virginia Certified Officers.
- Began promoting the Spotted Lanternfly quarantine information.
- Presented the City's 2018 Annual Report to Council at the June 11 meeting. [View Report](#)
- Added upcoming events information to channel 6, social media and website.
- Continued working on the Council Retreat video editing.
- Helped plan for and attended the Spottswood Poles historic marker dedication ceremony and Spottswood Poles Night at the Winchester Royals game on June 14. Took photos/video.
- Created and posted humorous video for Winchester Police Department in preparation of the HOG Rally to warn residents of the increase in motorcycle noise and traffic. [Watch](#)
- Participated in the Where's Willy Show podcast to promote the City of Winchester's support of the area's manufacturing industry and the school's CTE program. Participants: WPS Superintendent, Development Services staff (Economic Development/Workforce), Communications Director.
- Attended Mayor's Healthy City Initiative planning meeting.
- Began soliciting input on why new residents chose Winchester for a future video.

Date	City of Winchester News Releases
6/13	City seeks input on recycling collection - read
Date	Segments on WDVM
6/7	Police and Fire Rescue kick off summer in North End - watch
Date	Articles in <i>The Winchester Star</i>
6/8	Police on lookout for fun at North End event
	Pool fees rise in Winchester, fall in Frederick County

Date	Articles in <i>The Winchester Star</i>
6/11	Photo: Rained out (Loudoun Street Mall)
	Artifacts tell Winchester's history in new book
6/12	City schools must cut \$370 from budget
	Man accused of molesting your girl
6/13	Winchester's free recycling program in jeopardy
	Council considers School Board size
6/14	Our views: Five or seven...So long as they're elected

Support Services

Innovation & Information Services

- Scheduled 6 applicants for Help Desk Technician position interviews next week.
- Attended Spotted Lanternfly (SLF) Open House meeting at Frederick County Public Safety building.
- Met with Jen Jenkins and Mark Sutphin (Va Extension Office) to go over Hub initiative site for the SLF.
- Met with Planning and Emergency Communications to go over GIS addressing of Jim Barnett Park.
- Created HOG Rally barricade and parade route map for Police Department patrol division.
- Continued variance research for Personal Property.
- Setup hosting for new Winchester Police website.
- Configured/tested account self-service tool implementation.
- Rebuilt PC tech interview lab and upgraded to Windows 10.
- Completed Disaster Recovery Systems Recovery documents for CAMA real estate appraisal, CentralSquare Enterprise software, and in-house personal property tax systems for formal DR policy plan.
- Resolved credit card processing issues with on-line tax payments.
- Held conference call with state contract vendor to discuss upcoming Microsoft Exchange migration to the Cloud.

Help Desk Requests	Count	Closed
Account Management	8	12
Applications	14	16
GIS	7	6
Hardware	15	12
Information Only	5	5
Infrastructure	5	6
No Action Required	7	7
Not Assigned	8	0
Procurement/Disposal	1	2
Reporting	0	0
Research	0	0
Total	70	66